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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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10/767,191

01/30/2004

Anthony Bruce

APRE0003-US

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11850

7590

06/23/2011

SNR DENTON US LLP (Sophir-All Others)

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EXAMINER

ANDERSON, FOLASHADE

ART UNIT

PAPER NUMBER

3623

NOTIFICATION DATE

DELIVERY MODE

06/23/2011

ELECTRONIC

**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

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10/767,191	30 January 2004	BRUCE ET AL.	APRE0003-US

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**EXAMINER**

FOLASHADE ANDERSON

ART UNIT	PAPER
3623	20110606

DATE MAILED:

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**Commissioner for Patents**

The purpose of this supplemental communication is to make the prior art teachings of Bolton, Ruth N., & Drew, James H. (1991). A Longitudinal Analysis of the Impact of Service Changes on Customer Attitudes. Journal of Marketing, a part of the record. Bolton et al was relied on in determining the allowability of Applicant's claimed invention.

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